

## ABSTRACT OF THE DISCLOSURE

Information such as status of each operator that is information about whether the operator is engaged in processing a transaction or he is standby, how long it will take the operator to complete the

5 transaction he is processing at this time, and when the operator started processing the transaction is stored. If a plurality of the operators are standby when a transaction is received, one operator is selected from among the standby operators as an operator to process the transaction.

If no operator is standby, it is estimated when each operator is going to

10 be standby and one operator is selected, from among the operators who are going to be standby in not more than a predetermined time, as the operator to process the transaction.